**IT Applications, Ch 7, Information Management**

Information management and its importance to organisations and the strategies used by organisations to store, communicate and dispose of their data and information.

**Importance of data and information to organisations**, p 249

Characteristics of information

1. Distinguish between data and information.

Data refers to the raw, unorganised facts, figures or symbols that are fed into a computer during the input process. Information on the other hand refers to the meaningful and useful form that is obtained when the data is manipulated by a computers processor.

Qualities of information

2 Elaborate briefly on the following qualities of information:

* Completeness

Complete information refers to information that has all the relevant information. For a solution to be complete a user should not have to search to find additional information.

* Timeliness

Information needs to be timely to serve a purpose; if the information is not timely the user may receive faulty information. For example there is no point giving a user a notification for a date that has already passed.

* Accuracy

Information needs to be accurate; if information is incorrect it can lead to the wrong decision being made or problems remaining unsolved.

* Unbiasedness

Information needs to remain unbiased (it should not be heavily weighted to one side); a biased output will adversely distort the decision-making process and inhibit the effectiveness of any solution.

* Clarity

The clarity of a report refers to how clear it is for a user. If a report is not clear the effectiveness of the message will be diminished, even if all the information is included.

3 Distinguish between an organisational goal and a mission statement.

A mission statement is a statement which defines the organisations purpose or what it trying to achieve. An organisational goal explains how an organisation intends to go about achieving its mission.

4 What is the role of the system goal?

The role of a system goal is to explain the specific role of the information system in achieving the organisational goals, and ultimately the company’s mission.

**Legal Obligations, key laws relating to uses of information and ICT.**

1. Privacy Act 1988
   1. List the 3 main areas of the Privacy Act 1988.

The three main areas of the Privacy Act 1988 are:

* Safeguards that relate to the collection and use of tax file numbers by federal government agencies.
* Protections of individuals’ private information stored by federal government departments.
* Information about peoples credit-worthiness held by credit reporting agencies and credit providers.
  1. List the 11 information privacy principles.

The eleven information privacy principles are:

* Collection
* Use and disclosure
* Data quality
* Data security
* Openness
* Access and correction
* Identifiers
* Anonymity
* Transborder data flows
* Sensitive information
  1. What amendments were made to the Privacy Act 1988 to address limitations?

Since its beginning there have been many amendments made to the Privacy Act 1988 these included applying the Act to private organisations (so they would have to provide a safe guard for information) and non-government organisations (so that they may only collect by a certain method, and so they have to have to consent of the person whose data they are collecting), there have also been changes made to ensure the protection of data collected in online and to stop information being incorrectly collected about people browsing habits.

* 1. List the provisions under the Act from p 255.

The provisions under the Privacy Act 1988 are:

* The Act applies to both electronic and manual or conventional forms of data gathering by private organisations.
* The Act provides provisions for addressing the use of personal data for direct marketing (it can only be used with the consent of the individual concerned); it also extends to general privacy regarding workplace email.
* It applies to any non-profit organisation with an annual turnover of $3 million.
* Websites must display a privacy policy explaining the sort of data gathered by the site, how the data will be used. Also websites must offer users the option of allowing the collected data to be used for other purposes or not.
* In the workplace the Act means that employers have to have a clear policy on what activities involving data and information are allowed or banned by the organisation’s system including email usage, what and how the data is logged, who accesses the logs, legal liabilities of the organisation, and how the organisation will monitor if employees are following the policy.

1. Information Privacy Act 2000
   1. Describe the nature of this Act.

The Information Privacy Act 2000 (IPA) was introduced by the Victorian government to outline the privacy obligations of the state government agencies and contractors working for the state government. It is based on 10 principles; these themselves have come from the 11 principles in the Privacy Act 1988. This Act covers the same broad areas as the Privacy Act 1988 but is more customised to suit the Victorian public sector.

1. Health Records Act 2001
   1. Why was this legislation introduced?

The Health Records Act 2001 was introduced with the intention of protecting patients’ medical information. The Act protects the confidentiality of patients’ health care information by allowing the information to only be used for the purpose it was gathered (so the information about you medical tests and your medical history may only be used by your doctor, the hospital, and any other medical professionals only for the purpose of your ongoing care).

* 1. Describe the provisions of this Act.

This Act allows people to access their own medical information. It also established the health record privacy principles for both public and private medical services.

1. Copyright Act 1968
   1. Define intellectual property and what it applies to?

Intellectual property can be defined as any product of human thought that is unique and not self-evident. Intellectual property can be applied to texts (i.e. books and journal articles), music (both printed and recordings), videos, broadcasts and computer programs.

* 1. Describe the provisions of this Act?

The Copyright Act is automatic and free as soon as the intellectual property is written down or recorded in some tangible way. You do not need to publish your work or even include copyright warnings for copyright to apply.

* 1. What does the Copyright Act not apply to?

The Copyright Act does not cover ideas, concepts, styles, techniques, information, names, titles, slogans, people and images of people.

* 1. What was the significance of the Australia-United States Free Trade Agreement, (AUSFTA)?

The significance of the Australia-United States Trade Agreement (AUSFTA) is that it includes provisions that give additional rights to performers and photographic works, extended copyright protection by a further 20 years, introduced sanctions against people removing the electronic rights management information and decrypting encoded television broadcasts, and put sanctions against playing illegal copies of CDs, DVDs, DR-ROMs and computer games.

* 1. How long does copyright apply for?

Copyright generally applies for the life of the creator and an extra 70 years after this. The copyright holder does not necessarily have to be the writer of a certain book or the performer of a song if someone else paid for these works to be produced, like a recording company (also copyright can be sold).

* 1. When is copyright infringed?

Copyright is infringed if the material that is copyrighted it used without permission, in one of the ways exclusively reserved for the copyright owner. This means that a person cannot use a whole or even part of a work, change or add things to it without seeking the permission of the copyright owners.

* 1. List the exemptions to copyright, p 260.

The exemptions to copyright are:

* Transferring and copying purchased works to other formats. For example transferring or copying music from a CD to an MP3 format. (This is for personal use only; it cannot be distributed to a third party).
* Recording television and radio programs to watch or listen to at a later time (time shifted). (This is also only for personal use, it does not allow recordings to be distributed others).
* There are also provisions that allow for ‘fair use’ of copyrighted works in intuitions like schools (for research or study purposes).
  1. What are the penalties for infringing copyright?

The penalties for infringing on copyright can include civil court actions, although the level of the penalty will depend on the level of infringement and the compensation deemed appropriate. For most copyright-related criminal convictions an individual may face a fine of up to $93 500 and/or five years imprisonment. An organisation on the other hand may face a fine of up to five times the individual amount.

1. Charter of Human Rights and Responsibilities
   1. From p 266 (sections 13, 14 and 15) list the human rights that protected in Victoria under the following:
      1. Privacy and reputation

A person has the right to not have his or her privacy, family, home or correspondence unlawfully or arbitrarily interfered with. Also a person has the right to not have his or her reputation unlawfully attacked.

* + 1. Freedom of thought, conscience, religion and belief

Every person has the right to freedom of thought, conscience, religion, belief, including:

* Freedom to have or adopt a religion of his or her choice.
* The freedom to demonstrate his or her religion or belief in worship, observance, practice, and teaching, either individually or as part of a community, in public or in private,

A person must not be coerced or restrained in a way that limits his or her freedom to have or adopt a religion or belief in worship, observance, practice or teaching.

* + 1. Freedom of expression
* Every person has the right to hold an opinion without interference.
* Every person has the right to freedom of expression which includes the freedom to seek, receive and impart information and ideas of all kinds, whether within or outside of Victoria and whether:

1. Orally
2. In writing
3. In print
4. By way of art
5. Or by another medium chosen by him or her

* Special duties and responsibilities are attached to the right of freedom of expression and the right may be subject to lawful restrictions when reasonably necessary:

1. To respect the rights and reputation of other persons
2. For the protection of national security, public order, public health or public mortality
3. Spam Act 2003
   1. What is spamming?

Spamming is the term used to describe to process of either posting undesirable messages to newsgroups and mailing lists or sending unsolicited email indiscriminately to promote a product or its service. It is similar to junk mail.

* 1. Why was the Act introduced?

The as spamming is unethical for the organisations or individuals involved it is considered to be unjust, the Spam Act was introduced to deal with the problems created by those organisations and individuals.

* 1. What are the three conditions that must be met by any commercial electronic message?

The three conditions that must be met by any commercial electronic message are:

* The sender must have the recipient’s consent.
* The message must contain accurate information about the sender.
* The message must contain some form of ‘unsubscribe’ feature.
  1. What messages are covered by the Act?

The messages covered by the Act are those that are of a commercial nature (trying to sell something or directing the recipient to another website where they may buy something) and do not meet the three conditions for commercial electronic messages. These can be any of the following:

* Email
* Short message service (SMS)
* Multimedia message service (MMS)
* Instant messaging (IM)
  1. What messages are not covered by the Act?

The messages that are not covered by this Act can include:

* Non-electronic messages (paper flyers, ordinary mail etc.)
* Voice-to-voice telemarketing
* The majority of pop-up windows which appear on the internet
* Messages without any commercial content that do not contain links or directions to a commercial website or location.
  1. List the financial penalties of breaching the Act.

The financial penalties for breaching this Act are substantial, if a business is found to be in breach of the Spam Act, 2003 they could be subject to a court imposed penalty of $220 000 foe a single days contraventions. If an organisation is found to have breached the Act and breaches it again they could be subject to a penalty of up to $1.1 million.

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